

GDPR – Privacy Notice



Short Privacy Notice:

The Council's Trading Standards function collects and processes your personal data for Trading Standards purposes and will process your personal data in accordance with the General Data Protection Regulation and other relevant legislation, and not disclose your personal data to any other third party, unless allowed or required to do so under the General Data Protection Regulations or other relevant legislation. For further details about the processing of your personal data please see the [Full Privacy Notice](#) our [Data Protection and Privacy](#) web page.

Full Privacy Notice:

This Privacy Notice tells you what to expect when North Lincolnshire Council Trading Standards collects and uses your personal data for Trading Standards purposes in accordance with the General Data Protection Regulation and other relevant legislation.

	Complete the following fields:
Data Controller	North Lincolnshire Council
Contact details:	North Lincolnshire Council - Trading Standards Church Square House 30-40 High Street Scunthorpe DN15 6NL
Purpose for processing your personal data	To manage and administer Trading Standard's activities, including: <ol style="list-style-type: none">1. Providing initial Trading Standards advice to consumers in conjunction with our partners at the Citizens Advice including:<ol style="list-style-type: none">a. Fair Tradingb. Food Labellingc. Product Safety;2. Providing advice and information to businesses to support them to comply with Trading Standards requirements so they are less likely to market goods and services that do not comply with Trading Standards laws;3. Trading Standards education;4. Under Age Sales;5. Weights and Measures;6. Carrying out targeted inspection programmes of businesses across North Lincolnshire, and7. Taking appropriate action against traders who fail to comply with Trading Standards legislation

	<p>Administration and maintenance of Trading Standards activities for the support and management of our commercial clients that includes:</p> <ul style="list-style-type: none"> • Business advice to small businesses, and • Weights and measures verification work for businesses. <p>Please note – the council only gives Trading Standards advice to businesses and the councils only involvement with Trading Standards consumers is where they have been a victim or witness to a Trading Standards matter and we are collecting data about the incident. After that point consumer related information is passed to the Regional or National Team or to the Police.</p>
<p>Will we use your personal information for other purposes?</p>	<p>We will not process your personal data for any other purpose than that for which it was collected, without first providing you with information on that other purpose and seeking your consent if applicable; except where we are required to disclose your personal data in accordance with legislation for example in relation to the prevention and detection of crime, counter terrorism, safeguarding, legal proceedings or to protect interests of you or another.</p>
<p>The Organisations acting on our behalf to process your personal data</p>	<p>Citizens Advice – all telephone calls from citizens are answered by the Citizens Advice Consumer Helpline. (Business telephone calls are answered by the North Lincolnshire Council Trading Standards Team).</p> <p>Citizens Advice assist citizens with Trading Standards civil matters and pass any matters of a criminal nature to the council’s Trading Standards Team via an electronic link directly into the Civica system.</p> <p>Regional/National Investigation Team – any Trading Standards matters of a cross boundary nature are referred to the Regional Investigation Team and will then refer on to the National Investigation Team. The result is the relevant team will either investigate or request that an Intelligent Pack be produced.</p>
<p>The fair and lawful basis for processing your personal data</p>	<p>Processing basis 1: Processing is necessary in order to meet our duties in relation to Trading Standards (Article 6(1)(c) compliance with a legal obligation).</p> <p>Processing basis 2: Processing of personal data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller (Article 6(1)(e));</p> <p>The main Trading Standards law statute is:- Consumer Rights Act 2015</p>

	<p>Processing basis 3: for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract (Article 6(1)(b)).</p> <p>Special categories of personal data: processed on the basis of it is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject (Article 9(2)(g)).</p>
Are you required to provide the Council with your personal data	You are required to provide the minimum personal data necessary for us to manage your Trading Standards request or other Trading Standards activities we are required to carry out. Failure to provide the minimum necessary personal data we require could prevent us offering you this service or could restrict our ability to carry out our statutory duties.
Does the processing involve automated decision-making, including profiling?	No
Can you withdraw your consent for processing?	No
Who we will share your personal data with	<ol style="list-style-type: none"> 1. Data Subject (individual) and their nominated representatives; 2. Business owners; 3. Ombudsman and Regulatory bodies; 4. Central Government Departments; 5. National Fraud Initiative; 6. Law enforcement agencies and bodies; 7. Courts, Hearings and Tribunals; 8. Legal representatives; 9. Council services; 10. Other Local Authorities; 11. Partner agencies, and 12. Bodies requesting information where there is a lawful basis under the General Data Protection Regulations.

Transfers of personal data to a third country	Not routinely disclosed or transferred to recipients outside of the UK
How long we will retain your personal data for	<p>Your personal data is retained in accordance with national guidance and our legal obligations, which are set out the Commercial and Business section of our retention schedule.</p> <p>Generally 6 years following the date of creation of the record or the date advice was provided, but this may be extended to reflect statutory or business requirements and there are some instances where the retention period is less than 6 years.</p>
What are my rights in relation to my personal data?	<p>You have the right to access the personal data we hold about you; to request we rectify or erase your personal data; to object to or restrict processing in certain circumstances; and a right of data portability in certain circumstances.</p> <p>More information on your rights can be found on our website</p> <p>http://www.northlincs.gov.uk/your-council/information-and-performance/information-governance/dataprotection/</p>
Who can I complain to?	<p>If you are dissatisfied with how we have processed your personal data you can contact the Data Protection Officer to request an Internal Review (Information Complaint).</p> <p>If you are dissatisfied with the outcome of the internal review, they have the right to appeal directly to the Information Commissioner for an independent review. https://ico.org.uk/concerns/</p>
Contact details for our Data Protection Officer	<p>Phillipa Thornley Email: cutsomerervice@northlincs.gov.uk Telephone: 01724 297000 Post: North Lincolnshire Council, Hewson House, Brigg, North Lincolnshire, DN20 8XB</p>